

## LEITCHFIELD UTILITY REINSTATEMENT POLICY

1. Any customer who is shut off for Non-Pay or has had their services shut off by their Landlord, must pay, a Termination Fee per meter, the amount of the delinquent bill for the affected utility, and all services used up to the date of the disconnect.
2. Once service is disconnected, and if the customer pays all fees during the regular business hours of 7:30 a.m. to 3:00 p.m. central time (M-F), service will be reinstated in a timely manner at no additional charge.
3. If a customer whose service has been disconnected attempts to have his or her service reinstated after regular business hours, (After 3:00 p.m. Central Time, M-F, Weekends and Holidays) there will be an After Hours Reinstatement Fee.
4. After regular business hours, customer requesting their disconnected service to be reinstated must call the after hours-emergency number (270-259-0303). A utility employee will be dispatched to the residence but the customer must pay all fees in CASH OR MONEY ORDER to the utility employee. Only the exact amount will be accepted. The utility employee will make no change. The utility employee will give the customer a paid receipt before the meter/meters are turned on. A utility employee will only be dispatched once per residence after regular business hours. If the customer does not have the full amount required to reinstate the service, or does not have exact change, then the service will not be reinstated that night. Before service may be reinstated, the customer must come to CITY HALL during the hours of 7:30 a.m. to 4:30 p.m. central time (M-F) and pay all charges, plus the After Hours Reinstatement Fee if a utility employee was dispatched after hours to the residence.

*EFFECTIVE 10/07/2010*